

Congress of the United States
Washington, DC 20515

November 25, 2019

The Honorable Seema Verma
Administrator
Centers for Medicare & Medicaid Services
U.S. Department of Health and Human Services
7500 Security Boulevard
Baltimore, MD 21244

Dear Administrator Verma:

We have been contacted by the Minnesota Association of Area Agencies on Aging, which assists Medicare beneficiaries in Minnesota in comparing and enrolling in Medigap, Medicare Advantage, and Medicare Part D plans, with alarming news about inaccurate information presented to individuals attempting to enroll or update their coverage.

According to the association, since the first day of Medicare's 2020 Open Enrollment Period on October 15, 2019, Medicare.gov's Plan Finder tool has displayed pricing inaccuracies, errors in drug formularies, inaccurate pharmacy information, and other errors. The association notes that while the Centers for Medicare and Medicaid Services (CMS) have made some corrections to the tool, incorrect information persists. These concerns were further reinforced by a November 20, 2019 *Star Tribune* report, "Minnesota groups report errors in Medicare website."¹

Furthermore, until these errors are corrected, there is no mechanism for beneficiaries or assisters to accurately compare plans – so important Medicare coverage decisions are being made based on incorrect information. We urge CMS to immediately review these serious concerns and work with the association and the Minnesota Board on Aging to address these errors. Moreover, if necessary, we encourage CMS to extend the Open Enrollment Period past the current December 7, 2019 deadline to allow Medicare beneficiaries to amend their plan selection as needed.

We also request that CMS provide resources to our offices that can be distributed to Medicare beneficiaries who experience problems with their coverage after the Open Enrollment Period as a result of this inaccurate information.

Thank you for your consideration of this critical and timely matter.

¹ Christopher Snowbeck, "Minnesota groups report errors in Medicare website," *Star Tribune*. November 20, 2019, <http://www.startribune.com/minnesota-groups-report-errors-in-medicare-website/565220912/>.

Sincerely,



Betty McCollum
Member of Congress



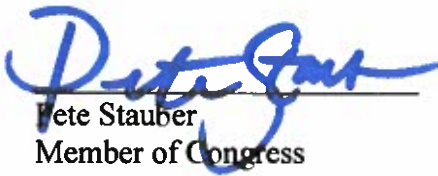
Tom Emmer
Member of Congress



Ilhan Omar
Member of Congress



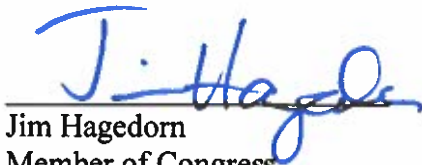
Dean Phillips
Member of Congress



Pete Stauber
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Angie Craig
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Collin C. Peterson
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